

Figure 1

100

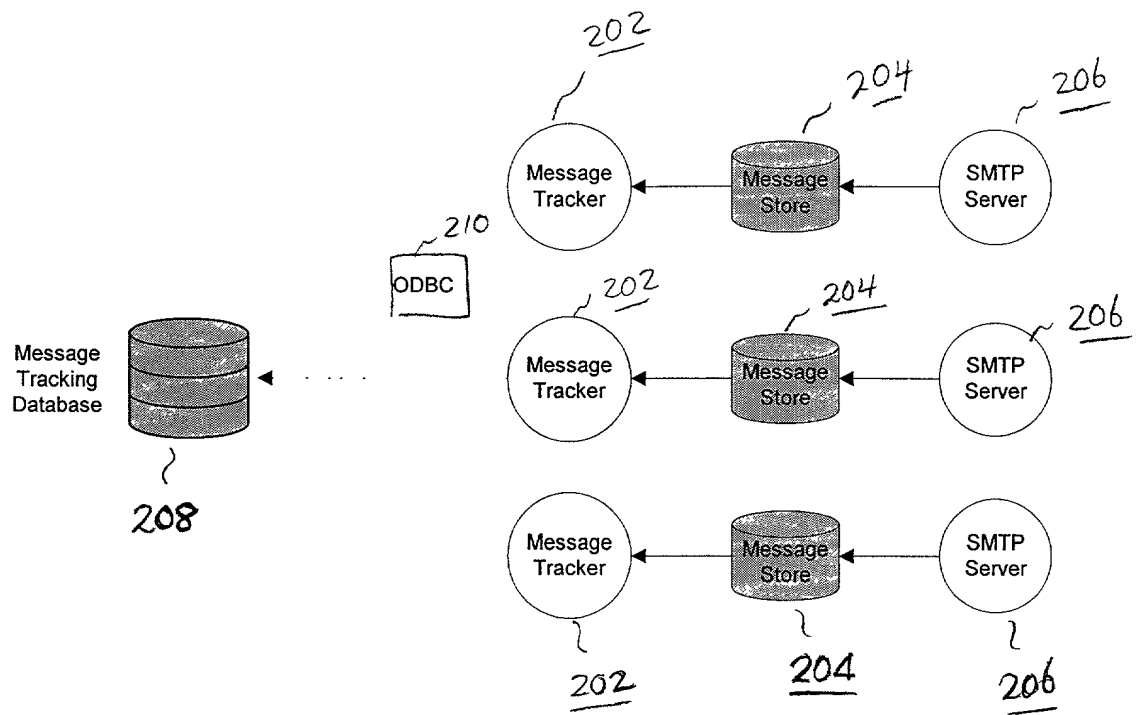


Figure 2

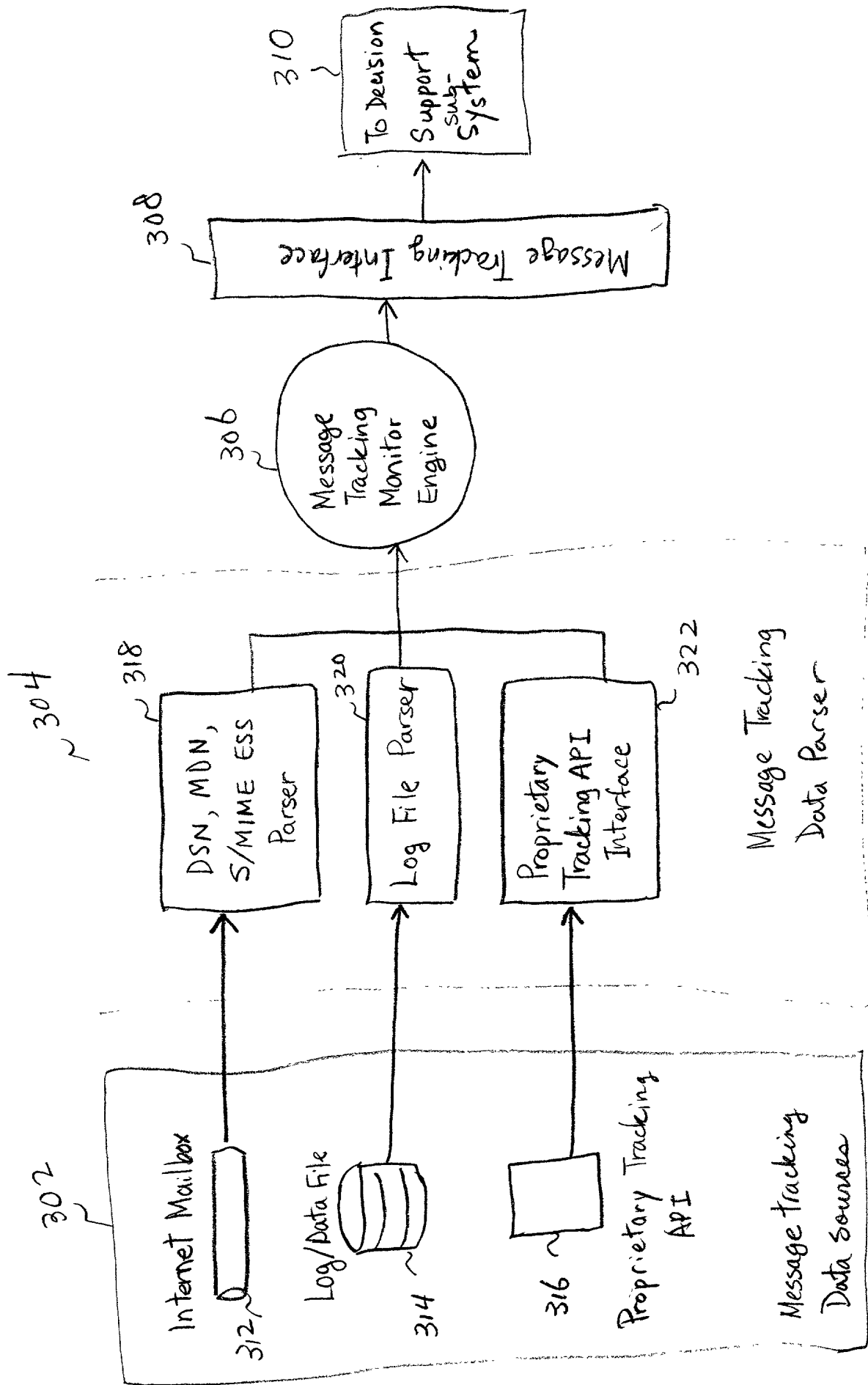


Figure 3

Figure 4 is a block diagram of a system for decision support. The system includes a Message Tracking Monitor (406) which receives data from an Internet Mailbox (412), a Log/Data File (414), and a Proprietary Tracking API (416). The Message Tracking Monitor (406) is connected to a Message Tracking Interface (408). The Message Tracking Interface (408) is connected to two Decision Support Mechanism (410, 412) blocks. Each Decision Support Mechanism (410, 412) is connected to a Decision Database (418) and a Decision Application Process (420). The Decision Support Mechanism (410, 412) blocks are also connected to a Pluggable Decision Support Mechanism Interface (414).

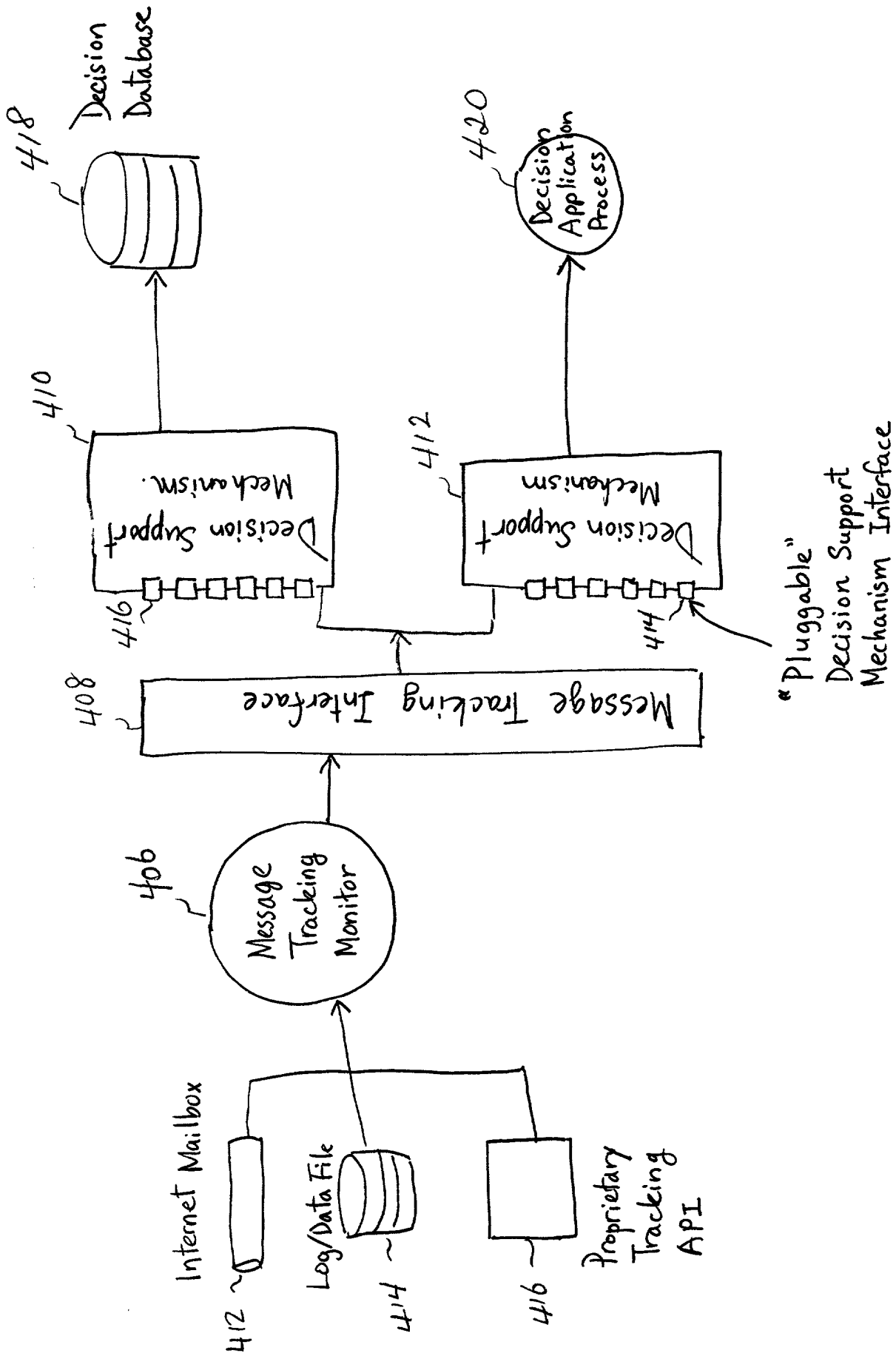


Figure 4